

13281  
HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
P. O. Box 272400  
Fort Collins, Colorado 80527-2400

PATENT APPLICATION

ATTORNEY DOCKET NO. 200312044-1

U.S.PTO

IN THE U.S. PATENT AND TRADEMARK OFFICE  
Patent Application Transmittal Letter

10/81063  
22856 US PTO  
0032904

Mail Stop Patent Application  
Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

Sir:

Transmitted herewith for filing under 37 CFR 1.53(b) is a(n):  Utility     Design

- original patent application,  
 continuation-in-part application

INVENTOR(S): Yassine Faihe and Philip A. Flocken.

TITLE: Remote Software Support Agent System

Enclosed are:

- The Declaration and Power of Attorney.     signed     unsigned or partially signed  
 2 sheets of drawings (one set)     Associate Power of Attorney  
 Form PTO-1449     Information Disclosure Statement and Form PTO-1449  
 Priority document(s)     (Other) Assignment    (fee \$ \_\_\_\_\_ )

CLAIMS AS FILED BY OTHER THAN A SMALL ENTITY				
(1) FOR	(2) NUMBER FILED	(3) NUMBER EXTRA	(4) RATE	(5) TOTALS
TOTAL CLAIMS	20 — 20	0	X \$18	\$ 0
INDEPENDENT CLAIMS	3 — 3	0	X \$86	\$ 0
ANY MULTIPLE DEPENDENT CLAIMS	0		\$290	\$ 0
BASIC FEE: Design (\$340.00); Utility (\$770.00)				\$ 770
TOTAL FILING FEE				\$ 770
OTHER FEES				\$
TOTAL CHARGES TO DEPOSIT ACCOUNT				\$ 770

Charge \$ 770 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any over payment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees. A duplicate copy of this sheet is enclosed.

"Express Mail" label no. \_\_\_\_\_

Respectfully submitted,

Date of Deposit \_\_\_\_\_  
I hereby certify that this is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to: Commissioner for Patents, Alexandria, VA 22313-1450.

Yassine Faihe and Philip A. Flocken.

By   
Randy A. Noranbrock

Attorney/Agent for Applicant(s)  
Reg. No. 42,940

Date: 03/29/04

By \_\_\_\_\_

Typed Name: \_\_\_\_\_

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